

# HELP DESK SPECIALIST II

Recruitment #1505-0121PD-001

**List Type** Original

**Requesting Department** Milwaukee Police Department

**Open Date** 7/25/2015

**Filing Deadline** 8/14/2015 11:59:00 PM

**HR Analyst** Lindsey O'Connor

## **INTRODUCTION**

This position will be filled at the level of Help Desk Specialist I (PG 3FN) or Help Desk Specialist II (PG 3IN), depending upon the qualifications of the candidate and the needs of the Milwaukee Police Department.

*The eligible list generated by this examination may be used to fill comparable positions in the City Service.*

## **PURPOSE**

This position records and resolves all information technology issues reported by department users by providing first line technical support for all Milwaukee Police Department (MPD) computer system users and locations; providing regular monitoring of all MPD computer hardware/software systems for proper functioning; and providing 24/7/365 help-desk coverage, logging, tracking and resolving all trouble/support calls.

## **ESSENTIAL FUNCTIONS**

- Complete, track and resolve help desk trouble logs.
- Provide detailed problem solving and application support.
- Maintain, assist, test and develop online user help procedures.
- Monitor and coordinate various forms of system documentation.
- Monitor vendor application for relevant information related to problem resolution and troubleshooting procedures.
- Ensure proper escalation of trouble calls to maintenance providers and internal MPD personnel as required.
- Perform routine PC hardware set-up, repair and maintenance.
- Use internet to research and apply software trouble fixes, updates and new installs.
- Communicate and work closely with MPD network system users regarding follow-up on trouble calls, issues and concerns.
- Production of analysis, training and informational reports as needed by MPD users and Information Technology Division management staff.
- Travel to various sites throughout the City to troubleshoot issues that cannot be resolved over the phone.
- Manage electronic communications such as email.

*Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990, as amended by the Americans with Disabilities Act Amendments Act (ADAAA) of 2008.*

### **MINIMUM REQUIREMENTS**

#### ***Help Desk Specialist I***

1. Associate's Degree in Computer Science or closely related field from an accredited college.

#### ***Help Desk Specialist II***

1. Associate's Degree in Computer Science or closely related field from an accredited college.
2. One year of experience performing extensive technical computer work, interacting with computer users, diagnosing and solving user problems or other duties related to the essential functions listed above.
  - *Equivalent combinations of job related education and experience may be considered.*

**IMPORTANT NOTE:** To receive credit for college, transcripts are required and must be received by the application period closing date. College transcripts should be attached to your online application. Applications without transcripts attached will be considered incomplete and will be rejected.

**Your transcript must be legible and include the following information: the university or college name, your name, the degree completed (*if applicable*) and the date the degree was completed.**

#### ***Requirements for both Help Desk Specialist I and Help Desk Specialist II***

3. Valid driver's license at time of appointment and throughout employment.

### **DESIRABLE QUALIFICATIONS**

- A+ certification.

### **KNOWLEDGES, SKILLS, ABILITIES AND OTHER CHARACTERISTICS**

- Knowledge of MS Desktop Support.
- Knowledge of help desk support techniques such as install and configure printers and ping computers and equipment to check for network connection.
- Knowledge of IP address asset up and identification.
- Customer service skills to effectively assist various users across all levels of the organization.
- Interpersonal skills to develop and maintain effective working relationships with diverse individuals.
- Problem solving skills.
- Time management skills to prioritize workload and meet deadlines.
- Ability to move computer equipment weighing up to 60 pounds on a regular basis.
- Ability to use Windows XP/7/10 platforms.
- Ability to research topics relating to help desk support.
- Ability to manage multiple responsibilities with varying deadlines.
- Ability to use a computer for several hours at a time.
- Ability to write clear and concise email correspondence, memos and procedures.
- Ability to communicate technical information to non-technical individuals.
- Ability to work independently.
- Ability to change priorities as needed.

**CURRENT SALARY**

***Help Desk Specialist I***

The current starting salary (PG 3FN) for City of Milwaukee residents is \$41,487 annually. The non-resident starting salary is \$40,469 annually.

***Help Desk Specialist II***

The current starting salary (PG 3IN) for City of Milwaukee residents is \$43,018 annually. The non-resident starting salary is \$41,963 annually.

**SELECTION PROCESS**

The selection process will be job related and will consist of one or more of the following: education and experience evaluation; written, oral, or performance tests, or other assessment methods. The Department of Employee Relations and the Milwaukee Police Department reserve the right to call only the most qualified candidates to oral and performance examinations. Oral examinations may include written exercises. Selection process component weights will be determined by further analysis of the job.

**Initial Filing Date** - The examination will be held as soon as practical after **August 10, 2015**. Receipt of applications may be discontinued at any time after this date without prior notice. However, recruitment may continue until the needs of the City have been met. Qualified applicants will be notified of the date, time, and place of the examination. Unless otherwise required by law, the City of Milwaukee will not provide alternative test administration. The applicant is responsible for attending all phases of the job selection process at the time and place designated by the City of Milwaukee.